

Environmental Services



Mission Statement

We provide environmental services to sustain and improve the quality of life in San Diego.

We achieve this through the integrity, creativity, teamwork, and technological innovativeness of dedicated and competent employees who are committed to fully meeting community needs.

We take pride in being the best!



Overview of Services/Programs

- Process 36,000 energy accounting bills annually.
- Provide weekly residential refuse collection to 315,000 households and small businesses.
- Curbside collection increased from 213,000 homes in Fiscal Year 2001 to 279,000 homes by the middle of Fiscal Year 2002.
- Service street litter containers in business districts Citywide.
- Provide removal of dead animals from public rights-of-way seven days a week.
- Provide curbside recycling collection to 213,000 homes, with curbside recycling being provided Citywide to 279,000.
- Provide public education and coordinate environmentally responsible ways to manage recoverable resources, solid waste, and household hazardous materials.
- Provide hazardous materials handler and basic stormwater training for City employees and perform inspections of City facilities for proper hazardous materials usage and storage, and stormwater compliance.
- Enforce solid waste codes, abatement of illegal dumps and litter, and franchise hauler agreements.
- Coordinate and support weekend community cleanup and weekday mini-cleanup programs.
- Partner with other governmental and international organizations to achieve environmental objectives.
- Provide for the efficient and environmentally sound disposal of all non-recyclable solid waste generated in the City.
- Insure that the operation of the Miramar Landfill is in compliance with all regulatory requirements.
- Manage all inactive and closed City landfill sites.
- Develop additional disposal capacity to meet the City's long-term waste management requirements.
- Provide construction support for underground projects involving contamination issues to all City departments, and manage the assessment and cleanup of petroleum contaminated sites. Ensure compliance with laws and regulations governing City-owned underground and aboveground petroleum tank systems.

- Provide asbestos and lead services to City facilities including inspection, risk analysis, sampling, project design, operation and maintenance, and construction management.
- Educate individuals in order to expand their knowledge base, and encourage activities and efforts that will effect a safe and sustainable environment.
- Provide inspections, investigations, and implement cleanups of burn ash sites to protect the health and safety of the public.
- Operate the Household Hazardous Waste Transfer Facility weekly, provide pickup services for the disabled, and conduct periodic auto product recycling events.

Major Accomplishments/Service Efforts

- The Environmental Services Department has been awarded a grant of \$389,000 to convert an additional 16 diesel packers to dual-fuel systems. This grant will augment the existing \$1,571,500 from the Air Pollution Control District and \$200,000 from the California Energy Commission. These funds have enabled the department to convert 54 diesel refuse collection trucks to clean-burning liquid natural gas and to purchase 15 additional clean-burning liquid natural gas trucks. The 69 clean-burning refuse collection trucks reduce air pollution equivalent to 100 cars per truck.
- The Environmental Services Department, in conjunction with the Water Department, designed and constructed a demonstration garden at the award winning Ridgehaven Green Building, which illustrates drought tolerant landscaping and water conservation. In addition to educating the public about drought tolerant sustainable landscaping, this landscape renovation will help to further reduce the building's water consumption and showcases the use of reused and recycled materials. The department has reduced its irrigation water use by over 60 percent, reduced air pollution by eliminating the use of power mowers, and saved on lawn maintenance, chemical fertilizers, and pesticides.
- Refuse Disposal Division's Inactive Landfill Maintenance Section works with local contractors to use their surplus soil for grading and maintenance projects. The contractors deliver the soil to the inactive landfills, which saves disposal fees for the contractors and hauling and soil placement costs for the City.
- The department is producing marketable mulch and compost products at the Miramar Landfill Greenery Recycling Area. City of San Diego residents may obtain a limited quantity of self-load mulch and compost products at no charge. In Fiscal Year 2001, \$110,561 of revenue was collected from the sale of mulch, compost, and wood chips.
- The Collection Services Division relocated in June of 2001 to the new centralized Environmental Services Operations Station. The facility houses the entire refuse, recycling, and greenery fleet, consolidating four smaller stations previously located throughout the City. The administrative office meets green

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building standards and, according to the SDG&E consultant, will be the most energy efficient building in Southern California once the enhancements are complete. In keeping with the Mayor's goal of pursuing energy independence, the Environmental Services Department will be opening bids in Fiscal Year 2002 for the addition of photovoltaic panels that will enable the building to generate 100 percent of its electric needs from the sun.

- Michael Maloney was named Driver of the Year by the Environmental Industry Association (EIA) and was featured in Waste Age magazine. He was selected due to his excellent 27-year driving record for the City and numerous recommendations from customers and supervisors. Vance Widholm, another Sanitation Driver for the City, was also one of the four national finalists for the Driver of the Year Award.
- Phyllis Marrow, an Area Refuse Collection Supervisor in the Collection Services Division, was awarded the 2nd annual Dr. Martin Luther King Sanitation Workers Award by Deputy Mayor George Stevens and the San Diego City Council. Ms. Marrow has been with the department for 21 years and continues to exhibit virtues, conduct, and performance taught by Dr. King. This award is given in honor of Dr. King's efforts to improve the plight of sanitation workers.
- Ron Garcia, a Sanitation Driver II in the Collection Services Division, was awarded third place for operating an Automated Refuse Packer in the International Road-E-O competition sponsored by the Solid Waste Association of North America (SWANA).
- Military waste was reduced 69 percent from Fiscal Year 1999 to Fiscal Year 2001 through an agreement with the regional Naval Commander that was finalized in 1999.
- The department's Environmental Library has a comprehensive reference collection of environmental information. It is one of five libraries in the City that provides access to several databases with information about floods, fires, earthquakes, pollution, and other environmental topics through the Environmental Information Project.
- The School Recycling Program and Organics Management Program both won first place in the California Integrated Waste Management Board's Trash Cutter Award Program in Fiscal Year 2001.
- On April 19, 2001, the San Diego County Taxpayers Association presented a Golden Watchdog Award to the Environmental Services Department for converting its refuse packers' fuel to liquid natural gas.
- The Environmental Services Department received an Environmental Responsibility Award for their clean air efforts from the Industrial Environmental Association (IEA) for the conversion of refuse packers to liquefied natural gas systems, innovative computer designed routing system that reduces miles driven, and the conversion of landfill gas to liquefied natural gas. Out of the five awards issued, the City of San Diego was the only public agency to receive an award.

- The recycling program at City Park and Recreation centers generated \$105,000 for the centers in Fiscal Year 2001.
- The department continues to receive high customer satisfaction ratings from the annual resident satisfaction survey, with a 96 percent satisfaction rating for residential trash collection service, and a 94 percent satisfaction rating for city-provided home recycling service. In 2001, the department was rated #1 for receiving the highest customer service satisfaction rating (96 percent) for residential trash collection.
- The City of San Diego continues to provide refuse collection services that are competitive with all other jurisdictions in the area and is among the lowest monthly cost per household nationwide. Within the San Diego Region, the City of San Diego's cost is lower than 15 of the 18 jurisdictions, the same rate as one, and higher than only two (SANDAG draft survey of October 2001).
- The Underground Storage Tank Program (USTP) has received reimbursement of \$490,000 in site assessment and mitigation costs from the State Water Resources Control Board's UST Cleanup Fund Program. The USTP will receive additional reimbursement for work at 14 City facilities and has applications pending for 24 additional sites.
- The department successfully negotiated a public-private partnership to operate and maintain the South Chollas closed landfill gas collection system and to convert landfill gas to liquefied natural gas. This agreement will also provide liquefied natural gas at a fixed price to the City's refuse collection fleet for a five-year period. The agreement was approved by City Council and executed by the department in Fiscal Year 2001.
- Refuse Disposal Division biologists work with Francis Parker School students to revegetate closed landfills. Through this annual outreach effort, which combines classroom instruction with fieldwork, the students are able to provide a valuable community service by planting native vegetation on closed landfills.
- In 2001, the Electronics Recycling Program won the Keep California Beautiful Award for the best Electronics Recycling Program in the state.
- The Recycling Program won the U.S. Conference of Mayors' Recycling at Work Award for Public Outreach in 2001.
- In 2001, the Recycling Program won two California Resource Recovery Association awards: Outstanding Construction and Demolition Diversion Program in State and Outstanding Organics Program in State.
- The Energy Conservation and Management Division processes 36,000 energy bills annually. The 2001 Summer Energy Action Plan resulted in the City of San Diego reducing its energy consumption by 15 percent for three months and qualifying for \$231,390 in State rebates on 5,683 City facility energy account bills.

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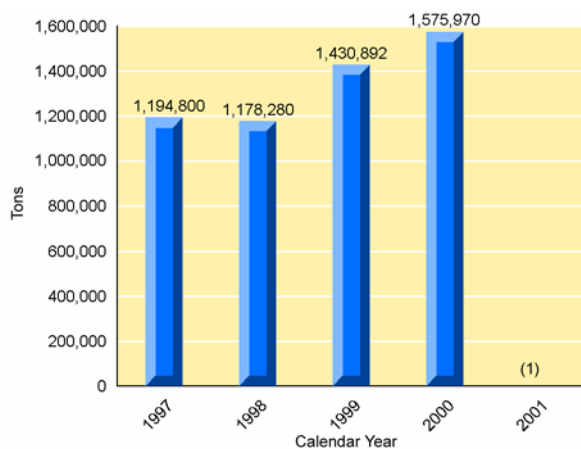
- The Energy Conservation and Management Division implemented the City's Winter Energy Savings Plan to continue successful energy conservation efforts. The division is aggressively pursuing opportunities to reduce energy consumption in City facilities through energy efficiency projects, public outreach efforts, and identification of innovative strategies to obtain funding.
- In 2001, the City entered into a memorandum of understanding with the San Diego Regional Energy Office for the completion of the San Diego Region Infrastructure Study. The study will be funded and managed through a collaboration between the San Diego Regional Energy Office, County of San Diego, County Water Authority, Port of San Diego, San Diego Association of Governments (SANDAG) and the United Consumer Action Network (UCAN).
- City energy use for the period of January through October of 2001 showed a 13 percent or 22 million kilowatt hour reduction compared to the same period in 2001. This resulted in over \$3.5 million in avoided energy expenses for the City of San Diego.
- The Refuse Disposal Division has completed another milestone on its way to EMS ISO 14001 certification. The completion of the EMS ISO 14001 certification will enable the Environmental Services Department to reach the goals of Continual Improvement, Prevention of Pollution, and Regulatory Compliance.
- Revegetation assistance and expertise are now available to other City departments. As a result, over 15 projects are currently managed by the Environmental Services Department at considerable savings to the City of San Diego.
- The Hazardous Materials Internal Program implemented a computer-based training tool enabling City staff to meet mandates while learning at their own pace or working night or weekend shifts.
- The Underground Storage Tank Program (USTP) has received "No further action" letters from the County of San Diego Department of Environmental Health for eight City unauthorized release cases (leaking underground storage tanks).
- The Environmental Services Department was awarded a \$750,000 matching grant from the California Integrated Waste Management Board for the remediation of the 38th and Redwood Streets burn site.

Future Outlook

- With the City Council's ongoing support and \$6.84 million in funds provided by Senate Bill 332 (Beverage Containers), the department achieved its goal of establishing a Citywide Residential Curbside Recycling Program in November 2001. This program will offer curbside recycling service to 279,000 households throughout San Diego in Fiscal Year 2002.
- The department is beginning a program to convert existing greenery collection service to biweekly and to expand this service Citywide. This conversion is expected to be completed by July 2006.

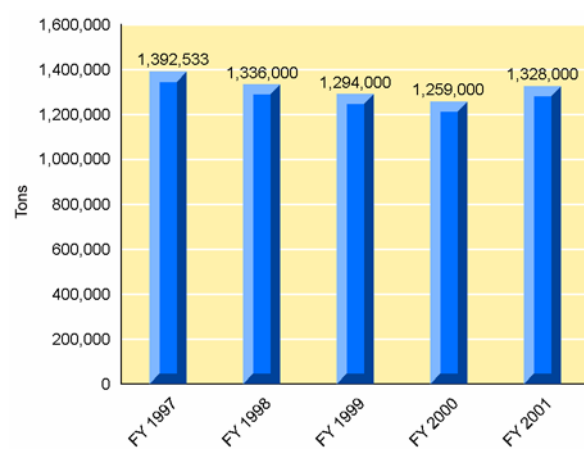
- Waste management issues in San Diego have changed dramatically in the past five years. The department is working towards a more flexible business-type approach in order to maintain the desired quantities of waste disposed at the Miramar Landfill to meet the City's revenue needs while also maintaining sufficient capacity for the City's long-term disposal requirements. To this end, the City entered into agreements with two franchised haulers to stabilize the City's waste disposal system and protect it against fluctuations in tonnage and revenue. These agreements offer discounted disposal fees in return for a five-year commitment of waste tonnage delivered to the Miramar Landfill. A similar agreement with the independent franchised haulers was recently completed.

TONS DIVERTED FROM LANDFILLS

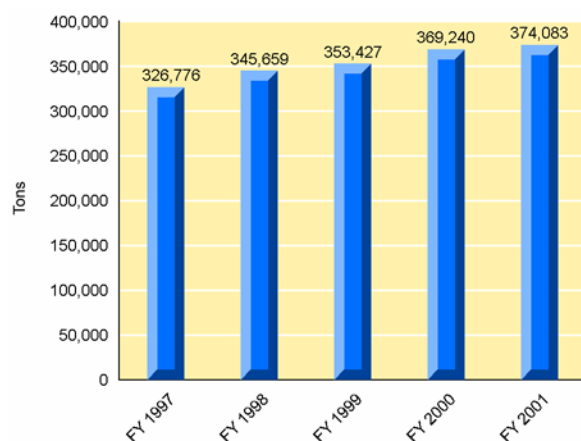


(1) Diversion data is collected by Calendar Year as mandated by the State. Calendar Year 2001 is not yet available.

MIRAMAR LANDFILL - TONS DISPOSED



TONS OF REFUSE COLLECTED



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Staffing and Expenditure History

The tables below reflect the staffing and spending history for the Environmental Services Department during the past five years. Department restructuring, operational efficiencies, and automated trash collection have contributed to cost savings.

Environmental Services Expenditures

	FY 2000 Actual	FY 2001 Actual	FY 2002 Budget
Collection Services	\$ 42,512,772	\$ 42,568,803	\$ 48,311,558
Energy Conservation and Management	\$ -	\$ -	\$ 792,726
Environmental Programs	\$ 9,277,917	\$ 10,758,457	\$ 7,706,372
Environmental Protection	\$ 459,699	\$ 591,075	\$ 3,873,074
Refuse Disposal ⁽¹⁾	\$ 18,164,608	\$ 18,424,893	\$ 18,085,024
Resource Management	\$ -	\$ -	\$ 4,559,317
TOTAL	\$ 70,414,996	\$ 72,343,228	\$ 83,328,071
Percent Change from Prior Year		2.74%	15.18%

⁽¹⁾ FY2000 Actual includes funds for payment of the Recycling Fee (AB939) for Navy and other fee-exempt tons brought to the Miramar Landfill.

Environmental Services Positions/FTE

	FY 2000 Actual	FY 2001 Actual	FY 2002 Budget
Collection Services	233.64	260.16	253.88
Energy Conservation and Management	0.00	0.00	7.00
Environmental Programs	95.30	103.32	69.50
Environmental Protection	3.30	3.30	31.00
Refuse Disposal	103.50	107.00	94.00
Resource Management	0.00	0.00	53.14
TOTAL	435.74	473.78	508.52
Percent Change from Prior Year		8.73%	7.33%

Performance Measures

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	FY 2000 Actual	FY 2001 Actual	FY 2002 Budget
Percent of customer complaints per 10,000 trash collection stops	<.01%	<.01%	<.01%
Recycling diversion rate ⁽¹⁾	47.76%	NA	50%
Tons of hazardous waste diverted from the landfill via the Household Hazardous Waste Program Collection Services ⁽²⁾	294 ⁽²⁾	354	225
Percent of fee collection error rate at the Miramar Landfill	<1%	<1%	<1%
Number of customers served at the Miramar Landfill	440,000	484,469	460,000

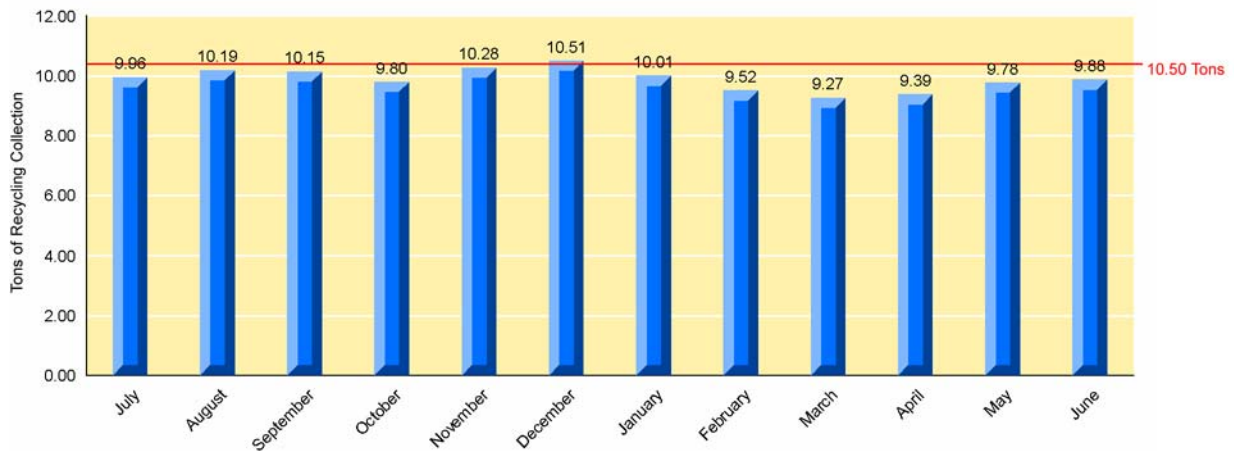
⁽¹⁾ This measure is calculated by calendar year. Calendar year 2001 data will be available in August 2002.

⁽²⁾ Services included household hazardous waste transfer facility operations and eight annual auto product recycling events.

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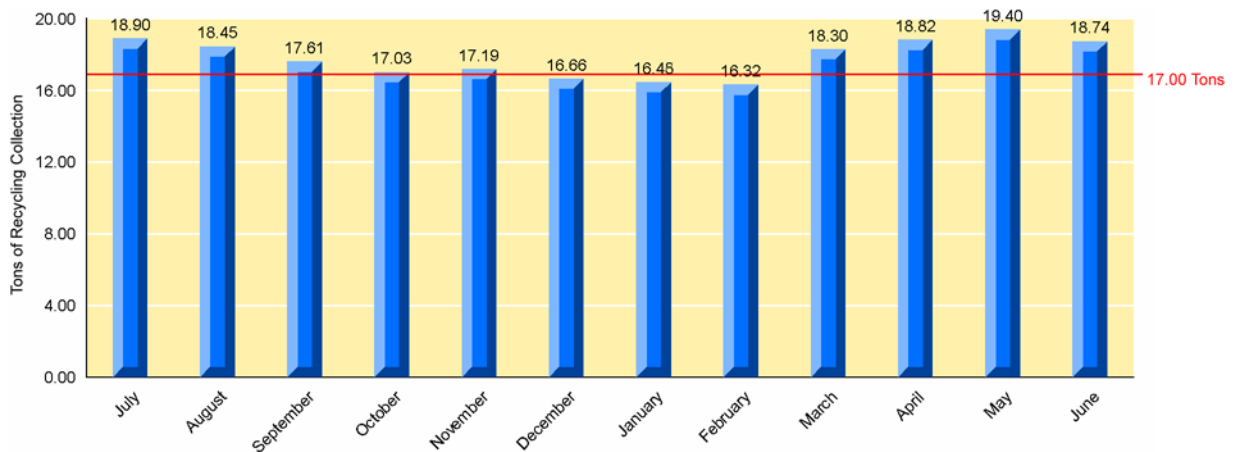
During Fiscal Year 2001, the Collection Services Division served 315,000 households and small businesses and collected 411,496 tons of refuse and yard waste. Automated crews collected an average of 9.87 tons of recyclables and 17.83 tons of refuse each day.

RECYCLING COLLECTED - AUTOMATED CREW



Goal: To collect 10.5 tons of recyclables, per eight hour day, per automated crew.

REFUSE COLLECTED - AUTOMATED CREW



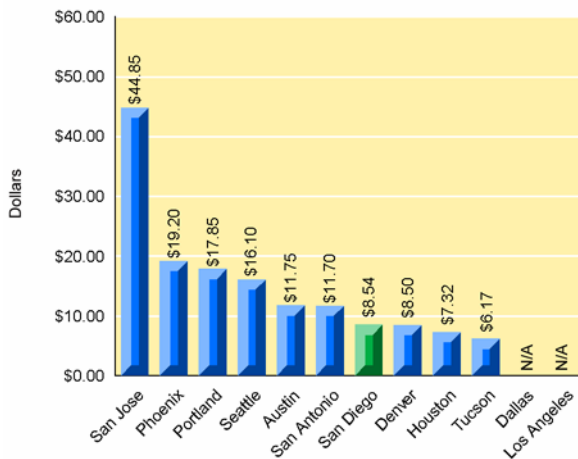
Goal: To collect 17 tons of refuse, per eight hour day, per automated crew.

Comparison to Other Jurisdictions

The following charts compare the per household cost for refuse collection in San Diego with other large cities in the country, and San Diego's recycling diversion rate with other major California cities that are under the same recycling mandates.

REFUSE COLLECTION/DISPOSAL COST PER HOUSEHOLD PER MONTH

FISCAL YEAR 2001



Information is not uniformly collected by the cities surveyed. Certain information has been adjusted to provide a consistent comparison. Total cost is considerably influenced by disposal fees, which vary significantly by jurisdiction.

In San Jose, the monthly rate is for a 96-gallon container which is comparable to San Diego.

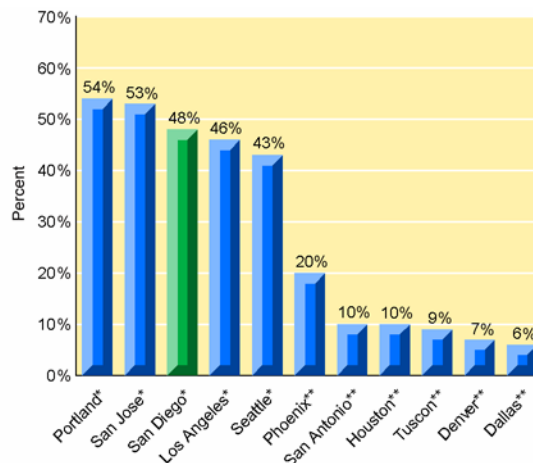
Phoenix includes recycling collection, Portland includes recycling and yard waste collection, and San Antonio includes a brush and environmental fee.

In San Diego, Tucson, Houston, and Denver, services are provided from the City General Fund. In Phoenix, San Antonio, Seattle, San Jose, Portland, and Austin, residents pay a monthly fee.

San Diego has no limit on the amount of residential waste that will be collected weekly. The monthly costs for Seattle, Portland, and Austin are for a 30-gallon or 32-gallon container, and the rates increase for larger containers and/or additional containers per household. The monthly cost for Phoenix is for a 60 or 90 gallon container.

RECYCLING DIVERSION RATE

CALENDAR YEAR 2000⁽¹⁾



⁽¹⁾ Calendar Year 2001 figures not yet available. Data as reported by Calendar Year in State of California's annual Source Reduction and Recycling Element Report.

*Residential and commercial

**Residential only

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Resident Satisfaction

In 2001, recycling and residential trash collection services received the highest satisfaction rating of all City services (96 percent rating including very and somewhat satisfied resident) in a Citywide satisfaction survey. City-provided home recycling services received a 94 percent favorability rating.

The following table reflects residents' responses when asked, "How satisfied are you with the City-provided recycling service you receive at your home, and the City-provided weekly residential trash collection service you receive?"

	2001 RESIDENT SATISFACTION					RESIDENT SATISFACTION 1997-2001				
	Satisfied		Dissatisfied		Not Sure	2001	2000	1999	1998	1997
	Very	Somewhat	Somewhat	Very						
The City-provided recycling service you receive at your home:	78%	16%	1%	1%	4%	94%	95%	95%	95%	96%
The City-provided weekly residential trash collection service you receive:	79%	17%	2%	1%	1%	96%	95%	95%	90%	95%